



Provider Communication

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| Subject: Provider Satisfaction Surveys Mailed to Providers | Priority: High |
| Date: October 17, 2003 | Message ID: ACSBNR-10172003-1 |

Dear Provider:

ACS and DCH are committed to providing exceptional customer service to the provider community. One way that we gauge our progress and determine areas that need improvement is through our semi-annual provider satisfaction surveys. Surveys were mailed to randomly selected Medicaid and PeachCare for Kids providers last week by PEGUS, Inc., the company fielding the survey on our behalf. If you were selected to participate, you have two options to complete the survey: via mail or online. The survey takes approximately 15 minutes to complete, and your responses are completely confidential. If we do not receive a response within the stated timeframe, we may contact you by phone.

If you receive a survey, please take a moment and respond. We truly value your input and look forward to serving you. Look for the results of the survey and read about planned improvement actions in future editions of Provider Focus newsletter. Results will also be posted on the GHP Web Portal.